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## [Service Level Agreements](#)

[Attention Private Conference Room Owners](#) - Dependable and reliable videoconferencing can be yours with a Service Level Agreement (SLA). Sandia's Videoconferencing Services and Collaborative Environments (VSACE) group is offering service contracts to help private room owners keep their systems operational. The group is interested in keeping all Sandia videoconferencing systems in the best operational condition. We offer a variety of service level contracts to meet your needs for maintenance and operational support. Please contact Pamm Lesley at 294-2843 or Dan Schell at 844-2278 for more details.

## [Customer Success Stories](#)

Rochelle Lari (Dept. 3053) thanked the VSACE group for outstanding service, expertise and creative enhancements when linking the NM Corporate Diversity Team and Division Councils with the CA Diversity Team during their first annual forum. Rochelle was initially informed the Coronado Club could not accommodate both the breakfast and the videoconference in the same room and that it was not possible to run temporary lines. But the VSACE group did find a way to run the temporary connection for the 3 hour event.

The VSACE group enhanced the videoconference experience by recommending the use of a portable screen and projector to view the California end, and enabled the presenter to face both the NM audience and the camera so that both audiences never had the speakers' back. Both audiences viewed the presentation as if in the same room.

The VSACE group went above and beyond Rochelle's expectations and succeeded when others said it could not be done. Rochelle achieved a virtual presence for her meeting participants, and plans to call upon the VSACE for all support and recommendations during future videoconferences.

## [912/161 New Secure Videoconferencing Capabilities](#)

The Nuclear Weapons SBU, ADAPT and VSACE are proud to unveil the newly remodeled Secure IP videoconferencing room (912/161) in the mid-August timeframe, pending security approval.

- The upgrade includes the latest display and collaboration technology available, which consists of two 72" projection displays and two Plasma displays for videoconferencing and data conferencing.
- Controlling the room is easy with the Creston Control system touch panel. Users can control the entire room from a single device. No more fiddling with multiple remote controls. Presets do most of the setup for you.
- Future enhancements will include an unclassified and classified PC in the room.

## [Announcements](#)

Effective August 1, *all CA* videoconference rooms will have network connections for adhoc laptop use on both the SRN and SON. The network connections, associated hardware and detailed instructions will be located above the room's fiber drop box. Instructions provide detailed information on how to configure your system with the correct IP for that room and who to call if problems should arise. Please note that you will not need to submit a CCHD request because "you" (the customer) are setting up your own laptop. If you have any questions, comments or suggestions on the instructions, please contact Annette Hoff at 294-2807.

## [8935 Newly Revamped Website](#)

VSACE is pleased to announce the release of its newly revamped website. The website includes a fresh new look, and a more user-friendly navigation structure. (<http://www.sandia.gov/coco>)

## **Security Plan Requirements**

Over 125 videoconference systems are operating at Sandia, only 22 are "core" (public) videoconference rooms. The remaining rooms are considered "private". (<http://www.sandia.gov/coco/services/coreroomshtml>)

Videoconferencing Services has written a general security plan for the corporation's core unclassified videoconference rooms ([http://www.sandia.gov/coco/security/security\\_plan](http://www.sandia.gov/coco/security/security_plan)). If you can apply this plan to your system, you may register at our website and acknowledge that you have read and will abide by the corporate security plan. You also have the option to download the document as a *template* and develop your own plan.

## **Techie Corner**

*Is your Polycom ViaVideo slowing down your system?* For those *ViaVideo* users utilizing dual monitors, please note that placing the *ViaVideo* window on the second monitor will impact your system dramatically (i.e., unresponsive menu selections, freezing, etc.) **Solution:** Keep the *ViaVideo* window on your "main" monitor screen.

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## **About the Videoconferencing Services and Collaborative Environments Newsletter**

This newsletter was created by the Videoconferencing Services and Collaborative Environments Department to inform you of the latest videoconferencing technologies available and to aid in the use of these tools.

If you have any questions or comments regarding this newsletter, please contact Celia Ojeda at 294-2125, or by email at [crojeda@sandia.gov](mailto:crojeda@sandia.gov).

## **Videoconferencing Assistance**

For immediate assistance, call the CCHD at 845-2243 and choose Option 6. Alternatively, for non-emergency information or assistance you may contact us via the Videoconferencing Scheduler Line at 845-2000.



[crojeda@sandia.gov](mailto:crojeda@sandia.gov)

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